

AUSTRALIAN COLLEGE OF  
**HAIR DESIGN + BEAUTY**

# Student Handbook

COLLEGE RULES &  
REGULATIONS 2011

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## COLLEGE RULES & REGULATIONS

### MISSION STATEMENT

*The Australian College of Hair Design and Beauty takes seriously the need to train Hairdressers and Beauty Therapists to the highest professional standards, equipping students with the knowledge and competencies that will enable a graduate to be part of the globalisation of the Hairdressing and Beauty Therapy Industries. The College further seeks to accommodate differences in individual rights and promote social justice.*

This book is a handbook of The Australian College of Hair Design and Beauty's Code of Ethics and Policies and Procedures. It is intended to be utilised by students as a guide and not as the sole source of reference. This handbook is subject to changes but only with the approval and at the discretion of the Director / Principal.

### NATIONAL QUALIFICATIONS - LICENSE TO SKILL

The courses delivered by The Australian College of Hair Design and Beauty Pty Ltd are nationally recognised.

The *Victorian Qualifications Authority Act* defines "qualification" as meaning "the recognition, by the award or issue of a certificate or otherwise, that a student has achieved particular learning outcomes or competencies".

The *Australian Qualifications Training Framework Standards for Registered Training Organisations* defines "nationally recognised training" as "training and assessment, delivered by a Registered Training Organisation, which meets the requirements specified in national industry / enterprise Training Packages or in accredited courses". The words "national" and "nationally" are used here to describe the system of vocational education and training that applies in all States and Territories.

The Australian Council for Private Education and Training (ACPET) is working to remove barriers that arise from Industry Licenses and Regulations that differ between states.

### OBJECTIVES OF THE COLLEGE

Once enrolled as a student of The Australian College of Hair Design and Beauty, the student must make a commitment to achieve outcomes both in a practical and theory model in accordance with the standard of competencies required by the College, the Government and International Associations (where applicable). The College is committed to training students to the highest possible standard during his or her training period and seeks the student's cooperation in this endeavour.

## **CAMPUS LOCATIONS:**

### **MELBOURNE CAMPUS**

234 Flinders Lane  
MELBOURNE VIC 3000  
Ph: (03) 9654 7130  
Fax: (03) 9650 7368  
Email: [info@achdb.com.au](mailto:info@achdb.com.au)  
Web: [www.achdb.com.au](http://www.achdb.com.au)

### **SHEPPARTON CAMPUS**

9-11 Fraser Street  
SHEPPARTON, VIC. 3630  
Ph: (03) 5821 1500  
Fax: (03) 5822 2355

### **MILDURA CAMPUS**

78 Pine Avenue  
MILDURA, VIC. 3500  
Ph: (03) 5023 5922  
Fax: (03) 5023 4244

### **WODONGA CAMPUS**

1 Greygown Street  
WEST WODONGA, VIC. 3690  
Ph: (02) 6024 4022  
Fax: (02) 6024 5115

### **BENDIGO CAMPUS**

100 Queen Street  
BENDIGO VIC 3550  
Ph: (03) 5444 1011  
Fax: (03) 5444 0577

## **1. FACILITIES AND EQUIPMENT**

- 1.1 Participants have available for their use:
- Quiet space for study and small group meetings
  - Texts, videos and other course related material
  - Salon practical client and Salon environment
  - Photocopying and printing of course related material

## **2. STUDENT RECORDS AND PRIVACY POLICY**

- 2.1 Head Office in Melbourne requires notification of change of address or contact details. Please ask the office for a change of address form to keep your records updated.

Information privacy is important. As a requirement of some funding bodies and for our own purposes, ACHDB staff request personal information from participants in our courses. The information collected and stored includes:

- Name and address
- Date of birth
- Employment status
- Education achievement
- Ethnicity

This information is required as a condition of government Student Statistical data returns. When that information is sent to these bodies, it is done in a format that deletes the participants' names and addresses.

ACHDB will use a participant's name and address for communication purposes. This may be to send information about your current course, other courses which we offer or to send out certificates or invoices. Occasionally, your name and address will be used to request information about our own customer service or to gain feedback about other areas of our business.

ACHDB understands that privacy is a right and staff endeavor to respect that right.

2.2 Privacy laws and College policy prohibit the release of information pertaining to students to a third party unless the student has provided written permission with respect to that release. This prohibition applies to a student's close relatives. There are a number of legal exceptions, which apply, and they include:

- Centrelink will be informed of a student's enrolment details (but not results) if they are receiving payments.
- Statistical details on students' enrolment form, which do not identify them, will be released to the Department of Education, Employment and Workplace Relations (DEEWR).
- The Department of Immigration and Citizenship (DIAC) will be provided with certain information about students if they are international students.
- The College must respond to a Court of Law that has issued a summons or subpoena.
- Other legislation such as the *Transport Accident Act* requires personal information to be provided to authorised persons.
- In situations considered to be an emergency, where harm to a person or property is substantial and imminent, information may be provided to avert that harm.
- Or where a student is under 18 years of age and there is a necessity to discuss attendance and course progress we will contact the person nominated on the enrolment form as emergency contact.

The College abides by the *National Privacy Principles (Extracted from the Privacy Amendment (Private Sector) Act 2000)* detailed below:

### 2.3 Collection

The College will not collect personal information unless the information is necessary for one or more of its functions or activities and will only collect this information by lawful and fair means and not in an intrusive manner. The College will only collect such personal information pertaining to an individual from that individual.

### 2.4 Use and disclosure

The College will not use or disclose personal information with respect to an individual other than for the primary purpose of collection unless a secondary purpose is closely related to the primary purpose or if the individual concerned so consents to such disclosure. The College will not use or disclose personal information otherwise than in accordance with NPP2.

### 2.5 Data quality

The College will take reasonable steps to ensure that the personal information collected, used, or disclosed, is accurate, complete and up-to-date.

### 2.6 Data security

The College will take reasonable steps to protect personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. The College will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information was used or disclosed (pursuant to NPP2).

- 2.7 Openness  
The College will make available to any person upon request, express policies on its management of personal information.
- 2.8 Access and correction  
If the College holds personal information about an individual, it will provide that individual with access to the information upon request by that individual except as outlined in NNP6.
- 2.9 Identifiers  
The College will not adopt an identifier as its own that is assigned by another individual.
- 2.10 Anonymity  
Wherever it is lawful and practicable, the College grants individuals the option of not identifying themselves when entering transactions.
- 2.11 Transborder data flows  
The College may transfer personal information about an individual to someone who is in a foreign country in accordance with NNP9.
- 2.12 Sensitive information  
The College will not collect sensitive information about an individual otherwise than in accordance with NN10.

Information pertaining to the National Privacy Principles can be found at:  
[www.privacy.gov.au/publications](http://www.privacy.gov.au/publications)

### **3. CLIENT RECORDS**

- 3.1 The record / analysis sheet used within the College is implemented as a support document to aid in achieving students' competencies. The manner in which the analysis sheet is completed identifies student consultation technique, underpinning knowledge, identification of irregularities, damage or conditions, both in hair and beauty. These sheets are filed in the office within personal student files and function as support documents and evidence of the number of clients serviced, types of services performed, standard of services performed and the accuracy of recorded information. Students are to complete client records accurately and legibly.
- 3.2 The information supplied by the client is confidential. Thus, forms must not be left lying around the service areas or taken from the premises. Please hand them to your Instructor as filing is the responsibility of the staff. This is a legal requirement!

### **4. ACCESS AND EQUITY**

- 4.1 THE AUSTRALIAN COLLEGE OF HAIR DESIGN AND BEAUTY will ensure that access to programs is available to all persons regardless of age, gender, and race or social/ethnic background
- 4.2 THE AUSTRALIAN COLLEGE OF HAIR DESIGN AND BEAUTY will ensure that disadvantaged groups have access to training

- 4.3 THE AUSTRALIAN COLLEGE OF HAIR DESIGN AND BEAUTY will not discriminate against trainees on the basis of age, race, gender or employer.
- 4.4 THE AUSTRALIAN COLLEGE OF HAIR DESIGN AND BEAUTY will closely monitor all advertising and promotions to ensure that they are free of discrimination against any person

## **5. STUDENT COMPLAINTS AND APPEALS PROCEDURE**

### *Policy*

The Australian College of Hair Design and Beauty takes seriously the need to train Hairdressers and Beauty Therapists to the highest professional standards, equipping students with the knowledge and competencies that will enable a graduate to be part of the globalization of the Hairdressing and Beauty Therapy Industries. The College further seeks to accommodate differences in individual rights and promote social justice.

The Australian College of Hair Design and Beauty endeavours to establish a fair and equitable company process and procedure for dealing with client/student complaints and appeals.

### 5.1 Guidelines

*A complaint can be made in writing either through post, and sent to Head office in Melbourne or via email to [info@achdb.com.au](mailto:info@achdb.com.au).*

*The Australian College of Hair Design and Beauty will maintain a company Complaints Register which will allow identification and detail of the following issues:*

- 5.1.1 Submission date of complaint
- 5.1.2 Nature of complaint
- 5.1.3 Date/s when cause of complaint occurred
- 5.1.4 Attachments (if applicable)
- 5.1.5 Determined Resolution
- 5.1.6 Date of Resolution.
- 5.1.7 If the complaint has been conveyed the Director will endeavour to fairly and equitably resolve the complaint within 10 working days.

### 5.2 Complaints

- 5.2.1 All complaints should be approached with an open view and to attempt to resolve problems through discussion and conciliation with appropriate personnel.

### 5.3 Procedures:

- 5.3.1 The Australian College of Hair Design and Beauty will issue a copy of the company Complaints Policy and Procedure to all new employees and clients under the RTO Conditions of Registration/Endorsement
- 5.3.2 Any written complaint will be documented in the Complaints Register and the problem will be resolved fairly and equitably within 10 working days.
- 5.3.3 If the complaint is unable to be resolved, or if the student finds no satisfaction with the college, they are advised to request mediation through the Australian Council for Private Education and Training (ACPET) who provides access to independent mediators at no cost to the student.

- 5.3.4 Contact details for ACPET are as follows  
Suite 1/126 Wellington Pde  
East Melbourne, 3002  
Tel: (03) 9654 6790  
Fax: (03) 9654 9671  
Website: [www.acpet.edu.au](http://www.acpet.edu.au)
- 5.3.5 If a complaint is associated with assessment results, the Director, in consultation with the assessor/trainer, reviews the initial assessment and/or identifies alternative assessment methods, and notifies the trainee accordingly.
- 5.3.6 All applicants shall be given the opportunity to formally present their case to the mediator
- 5.3.7 The applicant shall be notified in writing of the outcome of the complaint.

#### 5.4 Appeals

##### Procedures:

- 5.4.1 Upon resolution of a complaint, the client/student may wish to dispute the outcome of a resolution/assessment and seek a reassessment. All appeals are requested to be submitted in writing
- 5.4.2 The Australian College of Hair Design and Beauty will document all appeal details in the company Appeals Register
- 5.4.3 If the appeal is in respect of an assessment, a reassessment is conducted within a reasonable timeframe by an independent third party assessor.
- 5.4.4 The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process
- 5.4.5 If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case
- 5.4.6 Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. All decisions are documented in the Appeals Register.

#### 5.5 Action to be Taken

- 5.5.1 Where a complaint is found to be sustained the RTO will take whatever action is needed to ensure that the issues regarding the complaint are addressed so that it does not reoccur. Such action may include counselling of staff where necessary.

*\*For International Students refer to their handbook.*

## 6. DISCIPLINARY PROCEDURE

- 6.1 If students are guilty of any of the following incidences of misconduct:
- 6.1.1 Cheating in tests / exams
  - 6.1.2 Not wearing clothing as specified within the college guide-lines
  - 6.1.3 Not wearing the uniform in the College
  - 6.1.4 Bullying/Intimidation of other students or staff
  - 6.1.5 Disruptive or inappropriate behavior, not conducive to the class or work environment
  - 6.1.6 Offensive or abusive language
  - 6.1.7 Unexplained absence from classes
- 6.2 6.1.8 Any intentional damage to equipment surrounds of the College or theft will result in immediate termination, with the cost recovered from the student.
- 6.3 In incidences of misconduct **one verbal warning** will be given, with **one written warning** to follow, then finally, **formal termination by the college senior management**.
- 6.4 There will be one verbal warning, one written warning, and finally formal termination of training.
- 6.5 Where a student's conduct constitutes what is considered in ACHDB's reasonable opinion to amount to serious misconduct, ACHDB will not be required to provide a student with warning notices before terminating their student contract.

### FEES WILL BE NON-REFUNDABLE

## 7. GUM AND SMOKING POLICY

- 7.1 No smoking or chewing gum permitted on the premises at anytime.

## 8. FIRST AID

- 8.1 First aid kits are housed in each Campus and contain items to enable basic first aid to be carried out.
- 8.2 Medication including headache pills will not be given to course participants.

## 9. BULLYING

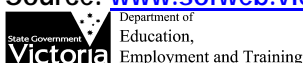
*"Enhancing the Schools Social Environment"*

The Australian College of Hair Design and Beauty is against any form of bullying whether it is directed to students or staff.

Below is an extract from the Addressing Bullying Behavior Resource booklet developed by DEECD which helps schools to identify bullying and not only discusses plans of action, but ways to prevent bullying in the workplace and schools.

**Addressing Bullying Behavior: *It's our Responsibility***

Source: [www.sofweb.vic.edu.au/bullying](http://www.sofweb.vic.edu.au/bullying)



## 9.1 Introduction:

Bullying is a global term that describes a range of unacceptable behaviors ranging from name calling to violent physical assault. Bullying in schools is not a new phenomenon and has recently been identified as an issue of concern for students, instructors, parents and the wider community.

Australian and international research confirms that bullying occurs in all schools but may vary according to the organisational structures and culture of the school.

Rather than being able to identify clear categories of 'bullies;' or 'victims' current research suggests that bullying behavior can be most usefully seen as a continuum of mild to extreme behaviors which have involved most students at some time during their schooling.

Although there is agreement that student reporting of bullying behaviour is a vital component in effectively countering bullying, many students either lack the necessary skills to report, see reporting as ineffective, or even fear the consequences of reporting.

In 1994 a Commonwealth government report titled *Sticks and Stones: A Report on Violence in Australian Schools* was published. The report outlined broad community concern about the increasing levels of violence in schools and acknowledged that Australian schools "must provide a safe environment where students and instructors alike can learn and work free from fear and abuse."

## 9.2 Defining bullying:

The definitions of bullying listed below are from a range of sources including Australian and international research. Common elements in these definitions suggest that bullying involves the inappropriate use of *power* by one or more persons over another less powerful person or group and is generally an act that is *repeated* over time. Bullying has been described by researchers as taking many forms which are often interrelated and include:

<b>Verbal</b>	(name calling, put downs, threats)
<b>Physical</b>	(hitting, punching, kicking, scratching, tripping, spitting)
<b>Social</b>	(ignoring, excluding, ostracising, alienating)
<b>Psychological</b>	(spreading rumours, stalking, dirty looks, hiding or damaging possessions)

## 9.3 Our policy to address bullying behaviour:

9.3.1 The school actively promotes an environment which maximises the opportunities of all students to strive for excellence

9.3.2 Priority is given to enhancing self-discipline and respect for the rights of others, supported by appropriate implementation strategies

9.3.3 The inclusion of anti-bullying and anti-harassment strategies are in line with DEET guidelines

9.3.4 Use of appropriate graded sanctions and consequences which are consistent with DEET guidelines

9.3.5 Information on the support available to students who are victims of bullying or who bully is articulated in relevant policies

- 9.3.6 The rights and responsibilities of students, parents and school staff are clearly specified and expressed in positive terms
- 9.3.7 School and class rules are clearly explained with relevant skills and processes being taught to students to ensure rules are understood and effectively implemented
- 9.4 Code of conduct - bullying
- 9.4.1 To ensure that students understand their rights and responsibilities, the school teaches the necessary knowledge, skills and abilities as a primary prevention strategy.
- 9.4.2 All students have the **right** to:
- 9.4.2.1 Be treated with courtesy, kindness and respect
- 9.4.2.2 Express feelings and opinions assertively
- 9.4.2.3 Work and play in an atmosphere of harmony and cooperation
- 9.4.2.4 Feel secure and to be safe in a caring and supportive environment
- 9.4.2.5 Expect that school rules are fair, consistently implemented and respect the rights of all involved
- 9.4.2.6 Be valued for their individuality, including that of race, gender, cultural, physical or intellectual diversity
- 9.4.2.7 Learn in a supportive atmosphere
- 9.4.3 The following **responsibilities** support these rights:
- 9.4.3.1 treat others with courtesy, kindness and respect
- 9.4.3.2 listen to others with mutual respect
- 9.4.3.3 maintain a safe and secure school environment
- 9.4.3.4 model and support school rules
- 9.4.3.5 develop responsibility for their own actions
- 9.4.3.6 value others, for their individual differences
- 9.4.3.7 work to achieve personal best whilst allowing others to do the same

**\* Any acts of bullying must be reported to the Campus Coordinator or Classroom Instructor immediately and an Incident Report must be completed and forwarded to head office!**

## STUDENT INFORMATION

### 10. STUDENT CODE OF ETHICS

10.1 Participants can expect that they:

10.1.1 will receive high quality customer service from staff and high quality teaching from tutors

10.1.2 will be treated with respect as adults by tutors and other course participants

10.1.3 have access to a proper process for the resolution of grievances if dissatisfied with any aspects of the administration or teaching of the course

10.1.4 Have the right to a course refund in accordance with the fees and charges policy.

10.2 Participants have a responsibility to:

10.2.1 Be polite, courteous and give friendly advice to all clients.

10.2.2 All clients must be treated honestly and fairly.

10.2.3 Be dependable by fulfilling your obligations.

10.2.4 Be loyal to your College, instructors, colleges and associates.

10.2.5 Co-operate with all personnel with whom you come into contact.

10.2.6 Protect your reputation. Learn to speak intelligently about your work and perfect your skills and be proud of your achievements.

10.2.7 Develop a well-balanced approach to your study – your personal presentation – your relaxation time – late nights.

10.2.8 Aim for quality. You get one chance at starting at the top by being the best.

10.2.9 Pay fees on enrolment and as specified in the student contract or training plan.

10.2.10 Respect the rights of other course participants to a pleasant, mature and undisturbed (including mobile phones) learning environment

10.2.11 Care for the facilities and property involved in the provision of the course

10.2.12 Attend all timetabled sessions

### 11. LANGUAGE, LITERACY AND NUMERACY ASSISTANCE

11.1 The College is involved with International Education and welcomes international students and students who speak English as a second language. The College stresses the importance of viewing apparent language difficulties in a cultural context. It can be difficult for students coming from a different cultural background and the College asks all students to support these students.

- 11.2 The National Reporting System informs the identification and description of underpinning English language, literacy and numeracy features and requirements within competency standards. The learner's language literacy and numeracy levels are expected to be equivalent to Level 2/3 of the National Reporting System.
- 11.3 **Reading and writing** – a learner will be able to read and comprehend a range of simple texts and write a range of short texts in a number of context which may be interrelated.
- 11.4 **Oral communication** – a learner will be able to use and respond to spoken language within a variety of contexts.
- 11.5 **Numeracy and mathematics** – a learner will be able to deal easily with straightforward calculations either manually and/or using a calculator.

## **12. ORIENTATION**

- 12.1 During Orientation at the College, the Campus Coordinator will go through the Students Handbook to familiarise you with specific areas related to policies and procedures specific to the Campus such as:
- 12.1.1 Payment's required
  - 12.1.2 Student handbook outlined
  - 12.1.3 Issuing of equipment
  - 12.1.4 Uniform sizing
  - 12.1.5 Locker keys
  - 12.1.6 Applying for a student card
  - 12.1.7 Discussing the Assessment Journal

## **13. COMMENCEMENT**

- 13.1 Classes commence at 9.00am sharp and students and staff are expected to arrive 10-15 minutes prior to class in order to change into uniform and be in the classroom ready to begin the day's class.
- 13.2 Only in cases of emergency or in exceptional circumstances will students be permitted to "clock on" and enter class at 9.15am. The fifteen minutes must be made up at the end of the day. After 9.30am, if the student has missed the morning session, he or she may attend the afternoon session commencing at 1.00pm. A student may start no later than 1.00pm.

## **14. TIMETABLES FOR SCHEDULED CLASSES**

- 14.1 Each Campus Coordinator is responsible for the Timetable Planner of each Instructor for every student. This is planned in advance and indicates the room number or area for delivery, the unit title and code of delivery and the Instructor.
- 14.2 This will be displayed on the Friday every week in the Dispensary area of each Campus for the forthcoming week.

- 14.3 On your commencement, the College will provide you with a personal timetable so you can log your own classes and requirements for assignments, documents to be handed in and scheduled exams and assessments.

## **15. FLEXIBLE LEARNING**

- 15.1 Home Study - Beauty  
Home study is dependent on the individual student's competencies and goals. The College believes an extra period of four (4) hours per week allows for sufficient time for projects and assignments.

## **16. STUDENT IDENTIFICATION CARDS**

- 16.1 Student identification cards are available upon request at the time of commencement. The student is required to provide the College with a small photograph (driver's license size) for this purpose, as indicated on the course enrolment form. Students are required to provide the College with accurate personal information for this purpose.
- 16.2 Students should note that a College issued student card does not entitle the student to travel on public transport at a concession rate. A travel concession card application form will need to be obtained from a train station for this purpose. The College is able to endorse this form if requested to do so and provided that the relevant terms and conditions are met. This is not available to International students.

## **17. PHOTOGRAPHIC CONSENT**

- 17.1 Written consent must be obtained from students whose photographic/video images are used for ACHDB marketing, publication and distribution purposes. This consent clause is attached to the Contract and training plan and if not signed, your images may not be utilised.

## **18. STATIONARY REQUIREMENTS**

- 18.1 Students must equip themselves with the following stationary
- Pencils
  - Pens/Highlighter
  - Ruler
  - Eraser
  - Glue Stick
  - A4 Folder
  - Paper
  - scissor

## **19. LOCKERS**

- 19.1 Students are required to pay a deposit of \$10 for a locker and key to store all personal items. Upon the return of the key and presentation of the receipt at the completion of the course, the \$10 will be refunded.
- 19.2 If the locker key is lost, a further \$10 must be paid to cover the cost of cutting and engraving a replacement key.

## **20. VALUABLES**

- 20.1 Students are requested not to bring valuables, jewellery or large sums of money to the College. The College does not accept responsibility for any loss or damage to personal property.

## **21. UNIT BOOKS**

- 21.1 Each unit of study is accompanied by The Australian College of Hair Design and Beauty resource books. The book provides the student with current information related to the area of study and includes activities, assignment details and areas for Instructor comment and evaluation. Unit books must be completed as per the instructions specified. The last page must be completed by the student and Instructor, **cut** out and filed with the student assessments records.
- 21.2 The cost of unit books is incorporated into the course fees. However, if the student should lose his or her unit book, it must be re-purchased at the student's expense.

## **22. EQUIPMENT**

- 22.1 Equipment is issued upon commencement for financial students and becomes the property and responsibility of the student. The student must be in possession of his or her equipment at all times at the College. Breakages / losses must be replaced at the student's expense to enable efficiency and fulfillment of practical work obligations. If the student cannot access his or her equipment, the student must leave the College premises and will then be regarded as absent.
- 22.2 Students must not neglect or act irresponsibly with respect to equipment either owned by the student or belonging to the College. If students recklessly or carelessly causes equipment to become damaged or broken, the student will be liable to pay for the replacement or repair of that piece of equipment. The College will, however, ensure the replacement of faulty equipment.
- 22.3 Equipment must be in the students possession during all classes, and must be maintained in compliance with OH&S Regulations. Equipment cases provided by the College must be sterilized regularly to avoid unhygienic conditions. All equipment used on students and clients must be sterilized prior to use.

### 23. LUNCH ROOM

- 23.1 Food and drink are not permitted in College classrooms or salons. The lunchroom must be kept clean at all times. Chewing of gum and smoking is not permitted on the College premises. Students are responsible for ensuring that all rubbish and food scraps are placed in bins and all containers able to be recycled placed in appropriate bins. Microwaves and sinks are to be kept clean and free of food debris.

### 24. PERSONAL PRESENTATION

- 24.1 It is imperative that students have a professional appearance at all times. College uniform must be worn whilst in attendance at the College and no deviations from this standard will be accepted.
- 24.2 The Instructors will not allow students to attend class without a uniform. Tint stains or wax stains etc must be removed from the uniform or, alternatively, uniforms must be replaced at the student's expense.

### 25. UNIFORM

#### 25.1 *Hairdressing and Make-Up Artists (Melbourne only):*

- Black and white clothing ONLY
- Females – skirts, (knee length) pants, Black College Jacket, no shorts
- Males - pants, shirt / College T-shirts
- No shorts Male or Female are to be worn
- No runners or trainers. Sneakers must be black or white.
- No tracksuits
- Jeans must NOT be worn at any time.
- Shoes must be enclosed. No open toe or sling-back shoes are to be worn as an OH&S issue.

#### 25.2 *Beauty:*

- Black and white clothing ONLY
- White College Jacket
- Shoes - black or white, no open toe or sling-back shoes are to be worn
- Students must wear skirts or slacks. No tights only under the College uniform.
- Black cardigan (provided by the student)
- Watch, wedding ring, small ear studs or sleepers are permitted
- Nails must be short and clean, light make-up is to be worn at all times.
- Hair must be short or worn tied back with a black headband or black hair-tie hair is not to be hanging around the face.
- No runners or trainers. Sneakers must be black or white.
- No tracksuits. Jeans must NOT be worn at any time.
- Shoes must be enclosed. No open toe or sling-back shoes are to be worn as an OH&S issue.
- Any alterations to uniforms must be authorised by the College Principal.

## **26. LAUNDRY**

- 26.1 Students must launder all uniforms themselves. Uniforms must be taken home on Friday nights to be washed and ironed.

## **27. PERSONAL/MEDICAL APPOINTMENTS**

- 27.1 Students are to make every effort to schedule dentist, doctor and other personal appointments outside College hours. The College makes available ten (10) days sick leave with a doctor's certificate during a 12-month course. For courses under 1000 hours in duration (i.e., Certificate II in Nail Technology, Certificate II in Hairdressing, Certificate III in Beauty and Certificate III in Beauty (Plus Facials) the College makes available five (5) days sick leave with a doctor's certificate.
- 27.2 These days can be utilised for medical appointments, as long as reception or the Campus Coordinator is notified prior to attendance of an appointment. A leave form should be signed either prior to/or after the leave period. A doctor's contact number or in the case of sick days, a doctor's certificate, must be produced by the student upon returning to the College.
- 27.3 Class lectures will not be re-delivered if they are missed due to absenteeism. As such, students will be required to catch-up any theory work and copy lecture notes from fellow students. Arrangements can be made to view Videos used in lectures not attended by arrangement with the Campus Coordinator.

*\* For medical absences and attendance refer to Attendance in Student Information Section.*

## **28. TELEPHONE MESSAGES**

- 28.1 The College telephone is a business phone and as such, only urgent messages will be taken and attached to the students' clock in/out cards. Students may not take private calls or send SMS messages within the College premises.
- 28.2 Nor are students permitted to play games on mobile phones. Mobile phones must be switched off at all times within the College.
- 28.3 Mobile phones must be turned off in the classroom and salon, and should not be taken into the exams or client professional rooms. The penalty is the phone will be confiscated, and returned at the end of the day.

## **29. SUPPORT SERVICES**

- 29.1 Tutors, course coordinators and office staff have many years' experience in the education field and can assist participants with matters relating to their course. They also have available information on appropriate other personnel who may be approached for support and assistance.

## **30. WELFARE AND GUIDANCE SERVICES**

- 30.1 The aim of the ACHDB is to ensure that the student has a positive educational experience and to monitor the care and welfare arrangements of students.

### 31. HELPLINES

Centre Against Sexual Assault (CASA)  
PH: 9344 2210      A/H: 9349 1766  
TOLL FREE: 1800 806 292

Direct Line (Drugs & Alcohol Counselling)  
PH: 1800 136 385

G Line (Problem Gambling)  
PH: 1800 622 112

Women's Domestic Violence Crisis Service  
PH: 1800 015 188

Kids Help Line  
PH: 1800 55 1800

### 32. ASSESSMENT PROCEDURES

32.1 All practical and theory assessments are recorded in the Student Journal. This College document is to remain in the College's possession at all times. All assessments will be marked as either competent or not competent.

*C = Competent N/C = Not Competent*  
*RPL = Recognised Prior Learning*

32.2 The record of assessment in the Assessment Journal is transferred to a "Statement of Attainment" which constitutes formal evidence of training on a Training Plan. Every student is issued with an Assessment journal where all records of unit completion are recorded. The Assessment journal is housed in management offices secured under lock and key. Any student wishing to view their records must make an appointment with the campus coordinator. The file is the property of the ACHDB and must remain on site or archived.

32.3 The criteria for assessment can be found in either; the back of each unit or in the student diary and was correct at time of printing.

32.4 A student is not to use another student when they are completing their assessments.

### 33. HOLISTIC ASSESSMENT

33.1 The final "Workplace Ready" Employability Assessment will achieve quality recognition skills for competencies, team work and contingency planning in a salon.

33.2 A student is not to use another student when they are completing their holistic assessments.

*\*For further information, please refer to student diary.*

## **34. THEORY EXAMINATIONS**

- 34.1 Inability to attend an exam  
Students are advised to contact their instructor or campus coordinator if aware of their inability to attend a theory examination within 48 hours of the examination and must complete a Deferred Assessment/Exam.  
*\* Please refer to Terms and Conditions on the form.*
- 34.2 Material not permitted in the examination room  
Students are not permitted to bring any materials other than pens, pencils and erasers into an examination room. No bags, mobile phones, text retrievable devices (including but not limited to, electronic dictionaries, organisers, palm pilots, calculator watches) notes or any other reading materials.
- 34.3 Conduct within examination rooms  
No communication of any kind (including but not limited to prolonged eye contact, facial expressions, gestures) is permitted between candidates in examination rooms. If students have any queries during the exam, he or she is to raise his or her hand and wait until attended to by the supervising instructor.

## **35. ASSIGNMENTS**

- 35.1 Assignments must be submitted by the due date. A letter of request must accompany late assignments in order for marking to occur. Please follow the instructions in the beginning of each unit book regarding the appropriate formatting of assignments.

## **36. PLAGIARISM**

- 36.1 Plagiarism refers to the copying of another person's ideas or expressions and presenting them as your own without explicit indication or citation of the source of the material. It involves copying written material such as books or journals, data or images that may be presented in tables, diagrams, designs, plans, photographs, film, music, formulae, web sites and computer programs. Plagiarism also encompasses the use of work / material of instructors or fellow students as your own without acknowledgement / citation.
- 36.2 Intention to cheat is irrelevant in determining whether plagiarism has occurred. If you pass off or indicate that the work of others is your own without acknowledgement/ citation, then you have offended, whether or not you knew what you were doing.
- 36.3 The College regards plagiarism as an extremely serious academic offence. It is important to realise that it is not an offence to utilise the work or material of others in your work. A well-constructed essay, assignment or report should refer to and build on the work of others for positioning, supporting and strengthening your work and advancing knowledge.
- 36.4 Plagiarism occurs when due recognition (citation) and acknowledgement of the work of others is absent. Therefore, whenever you utilise another person's research or ideas (whether by direct quotation or by paraphrasing) you must appropriately and adequately cite the source. If you are in doubt about the most appropriate form of referencing / citation, you should speak with your instructor.

- 36.5 Instructors will utilise a variety of means to detect plagiarism and some units of studies (e.g., assignments, case studies etc.) may require you to submit drafts of your work so that your instructor can check and monitor your work for possible signs of plagiarism.

### **37. UNAUTHORISED COLLABORATION OR COLLUSION**

- 37.1 Similar to plagiarism, unauthorised collaboration refers to working with other students or people with the intention of deceiving instructors about who actually completed the work. You must disclose any level of collaboration when submitting an assignment or other course requirement. If you have any doubt as to what constitutes authorised and unauthorised collaboration you should speak with your instructor.

### **38. REFERENCING**

- 38.1 Referencing refers to the acknowledgment of original sources of information when producing written material. By referencing assignments, reports and essays correctly, you not only give weight to any arguments or statement made in your work, but also avoid plagiarism.

### **39. FEES AND CHARGES**

- 39.1 Fees are subject to change and students should confirm current course fees prior to enrolment or re-enrolment.
- 39.2 Payments of fees correspond to the dates as set out in the student contract or training plan. Training will cease if payment is later than seven days. Should financial difficulties be encountered, address a letter to Head office in Melbourne or via email to [info@achdb.com.au](mailto:info@achdb.com.au).

### **40. REFUND POLICY FOR GOVERNMENT FUNDED TRAINING**

- 40.1 If a student withdraws, by written notice, from government-funded training or further education at any time up until 4 weeks after the scheduled commencement date of the course, the provider must refund the tuition fees paid in respect of the enrolment in excess of the minimum fee, and any other fees and charges paid by or on behalf of the student.
- 40.2 For the purposes of clause 40.1, if a student withdraws from only part of an enrolment, then the provider is required to refund only the portion of the tuition fee and materials fee applicable to that part of the training or further education.
- 40.3 If a course is cancelled by the provider at any time during the period of a person's enrolment, then the provider must refund the full tuition fees, the pro-rata portion of any student services and amenities fees, any incidental fees for goods and services that have not been used prior to the date of cancellation, and fees for materials that have not been used prior to the date of cancellation.
- 40.4 A provider may grant refunds in their circumstances or of greater amounts if it sees fit.

- 40.5 If a student has paid a fee for tuition which is no longer required because of recognition of prior learning, the provider must refund an amount equal to the difference between the tuition fee paid, and the tuition fee payable for the adjusted hours of tuition that are to be undertaken.

#### **41. VICTORIA GOVERNMENT FUNDED**

- 41.1 Many students have commenced training at the ACHDB with funds made available under an approved Victorian Government Training Program.

#### **42. THE VICTORIAN TRAINING GUARANTEE – A VICTORIAN GOVERNMENT INITIATIVE**

- 42.1 The Victorian Training Guarantee is making TAFE and training more accessible to people who do not have a post-school qualification, or who want to gain a higher level qualification that they already hold.
- 42.2 The Victorian Training Guarantee entitles eligible students to a government subsidised place through one of Victoria's TAFE institutes, university TAFE divisions, Adult Community Education organizations, or private registered training providers.
- 42.3 If you are over 15 and under 20, you are eligible for a government subsidised TAFE or training place (subject to admission requirements and availability) If you are over 20 you are eligible for a government subsidised TAFE or training place that will get you a higher qualification that you already hold (subject to admission requirements and availability).

#### **43. DISABILITIES**

The Australian College of Hair Design and Beauty encourages people with disabilities to apply. The college welcomes students of all backgrounds, cultures, nationalities and abilities, firmly believing in equal opportunity for all. Should you have any concerns or queries, please do not hesitate to contact the college to determine ways in which we can meet your needs and requirements.

#### **44. RECOGNITION OF PRIOR LEARNING (RPL)**

Incorporating: Recognition of Informal Learning and Recognition of Current Competencies, refers to recognition of competencies currently held, regardless of how, when or where the learning occurred. Under AQTF, competencies may be attached in a number of ways- including formal or informal training, education, work education or general life experience. In order to grant RPL, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses. The evidence may take a variety of forms and may include certification, references from past employers, testimonials from clients and work samples. The assessor must endorse that the evidence is authentic, valid, reliable, current and sufficient.

#### **45. MUTUAL RECOGNITION/CREDIT TRANSFER**

The Australian College of Hair Design and Beauty recognises and accepts the credentials issued by another registered training organisation based in a State/Territory of Australia. This can include a Statement of Attainment for specific qualification such as a Diploma or Certificate.

#### **46. NATIONAL STUDENT OUTCOMES SURVEY**

- 46.1 NCVET is managed by the National Centre for Vocational Education and Research (NCVER).
- 46.2 The ACHDB must participate in the national student outcomes survey managed by the national centre for Vocational.

#### **47. ATTENDANCE**

- 47.1 To achieve qualifications, the student must attend the course hours at the College within the contracted time frame.
- 47.2 *Medical appointments* – The College requires notice of intended appointments. Appointments should be made early morning or late afternoon to avoid unnecessary absent days. Absent days should be reported to the College prior to class commencement time.
- 47.3 In all Campuses there is a computerized time machine that is downloaded daily to Melbourne. The student is required to swipe on their card prior to class commencement, swipe off when going to lunch, back when they return and then off again when going home. This is the primary source of accumulating training hours. 4 swipes in 1 day = 7.25 hours.
- 47.4 This is the responsibility of the student. Any student who is found to be in the possession of another student's clock card or knowingly swipes a card on another student's behalf is eligible for instant dismissal from the College. This is a fraudulent act!
- 47.5 If a student arrives at the College after 9.30am, they will be marked as absent for the morning session. As well as if they arrive after 1.15pm for the afternoon session. Classes will not be taught again, and students will have to catch up in their own time.

#### **48. AUSTUDY / ABSTUDY/ YOUTH ALLOWANCE**

- 48.1 Application for support documents to meet Government criteria should be made to Head Office in Melbourne. The College has a responsibility to the Commonwealth Government to report absenteeism (long term) and course completion dates to Centrelink. This ultimately affects your payments if you do not attend as scheduled with Centrelink.
- 48.2 You may be entitled to Government support while studying from Centrelink. Eligibility for this assistance is available at:  
[http://www.centrelink.gov.au/internet/internet.nsf/individuals/st\\_payments.htm](http://www.centrelink.gov.au/internet/internet.nsf/individuals/st_payments.htm)